

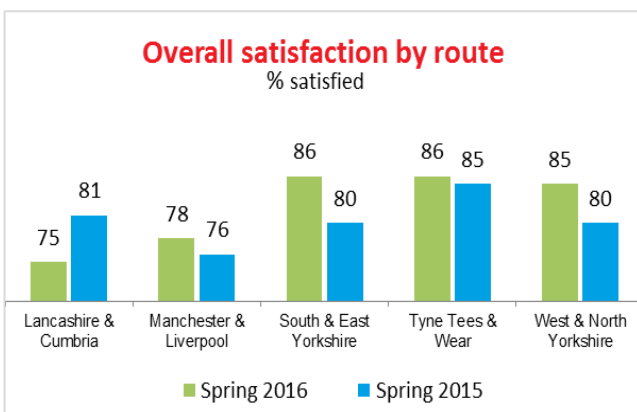
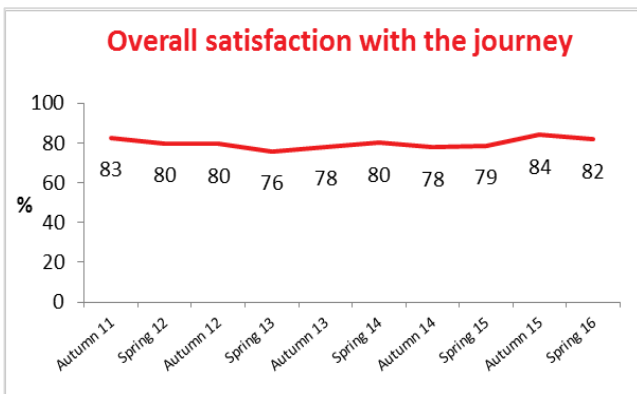
Rail Passenger Satisfaction at a glance: Northern Rail - Spring 2016



Transport Focus is the independent transport user watchdog. Our mission is to get the best deal for transport users. In spring and autumn we carry out the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel in Great Britain.

We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For Northern Rail this time we spoke to 1313 passengers. This page shows the headlines. Page 2 shows satisfaction with individual aspects of the station and the train. Page 3 looks at some factors in a bit more depth. The last page shows the relationship between importance and performance.



How routes are defined

Lancashire & Cumbria: Journeys from stations in Lancashire and Cumbria

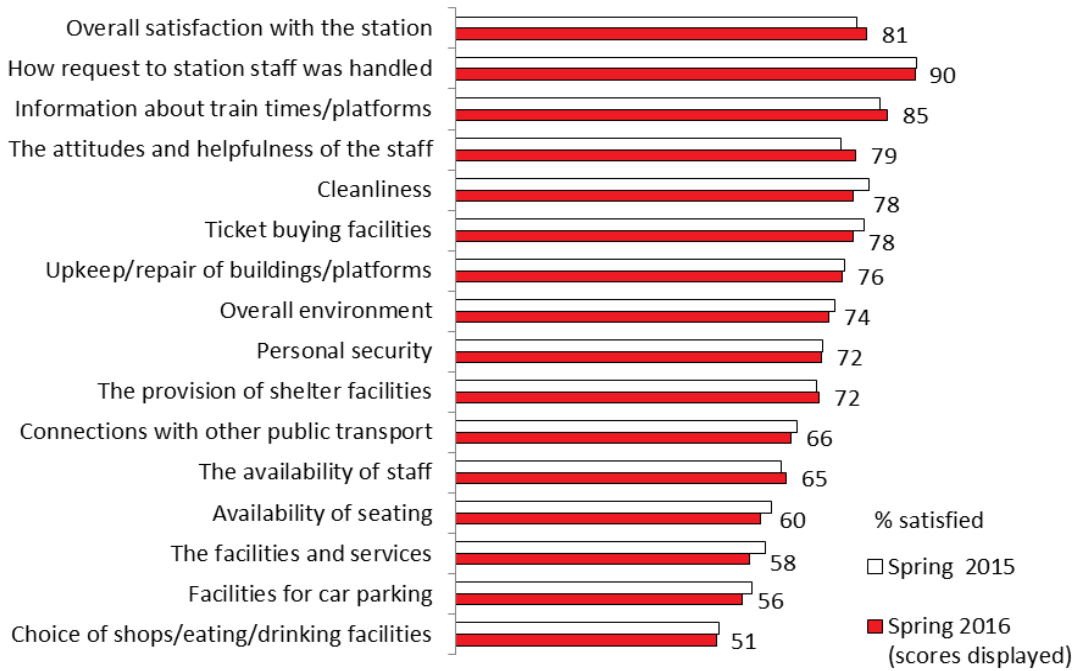
Manchester & Liverpool: Journeys from stations in the Manchester and Liverpool areas

South & East Yorkshire: Journeys from stations in South and East Yorkshire, and Lincolnshire

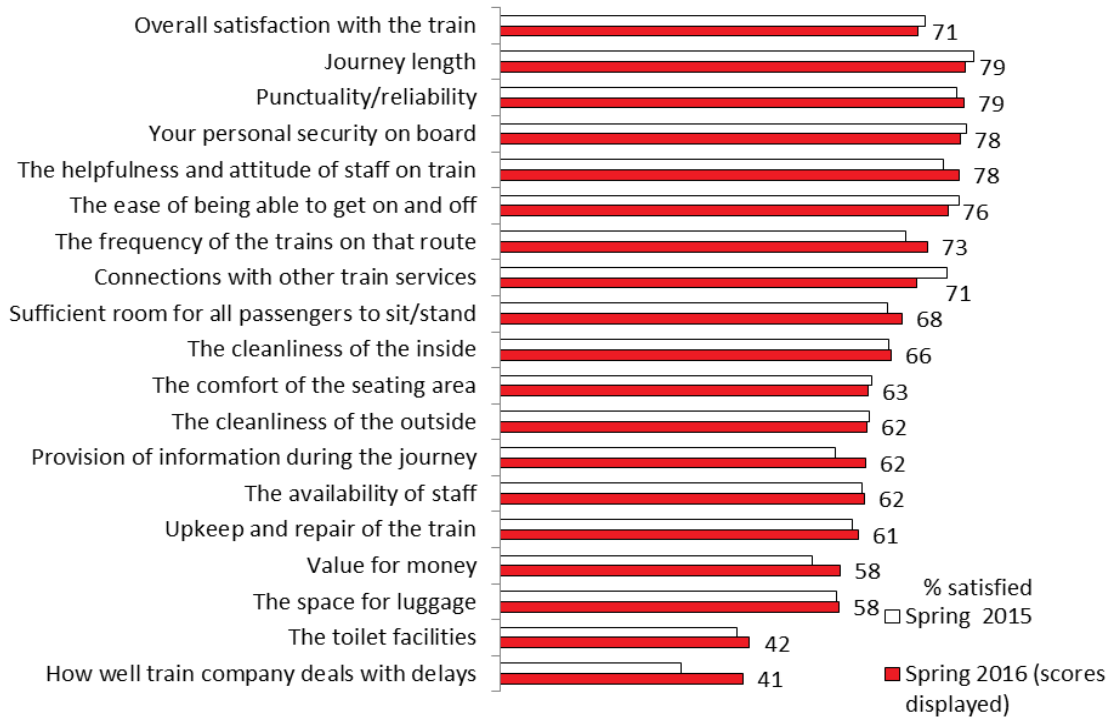
Tyne Tees & Wear: Journeys from stations in Tyne and Wear

West & North Yorkshire: Journeys from stations in West and North Yorkshire

Satisfaction at the station where they boarded

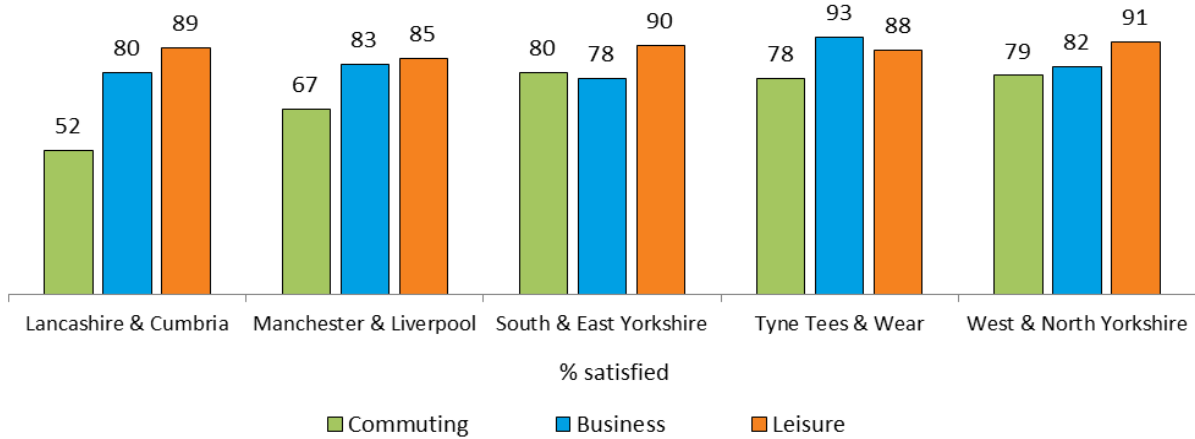


Satisfaction on the train



Satisfaction - in a bit more depth (Spring 2016)

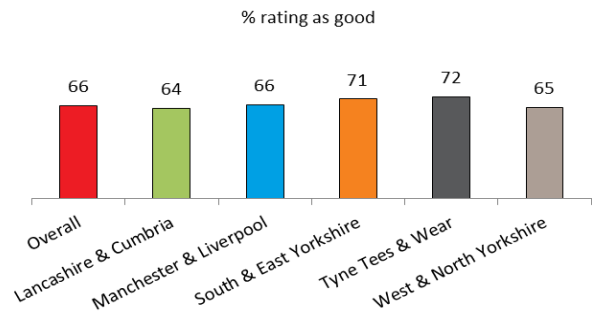
Overall satisfaction - by route and journey type



Punctuality/reliability



Cleanliness inside the train



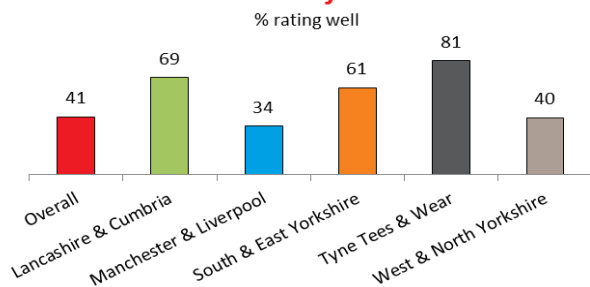
Comfort of the seating area



Value for money



How well train company deals with delays



Journey length



Importance versus performance

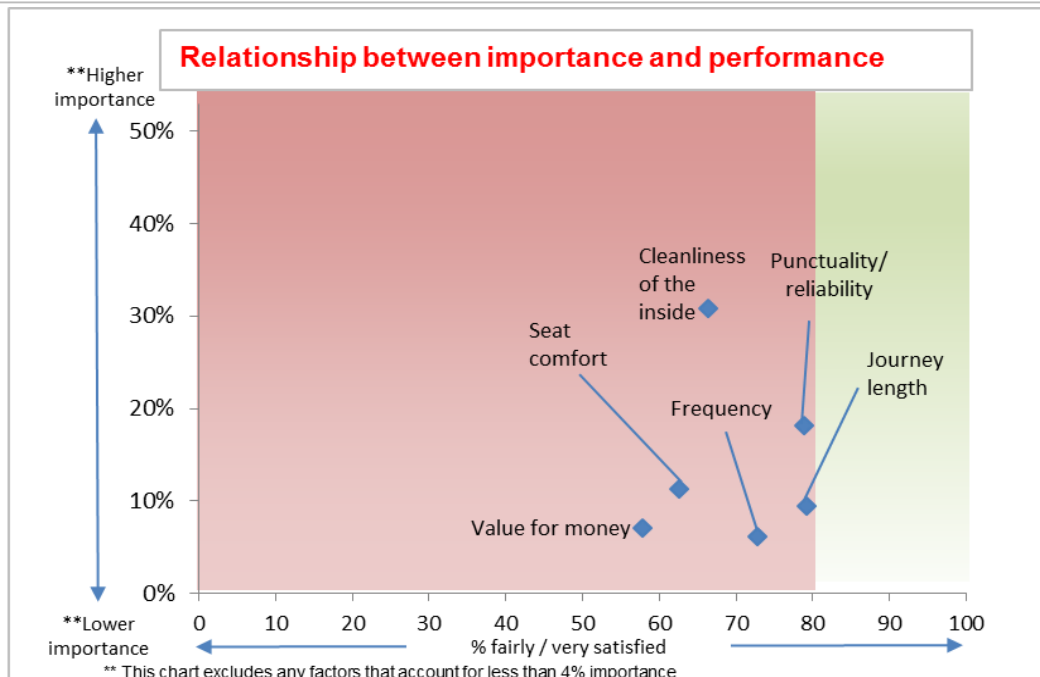
2015-2016

Not all factors asked about in this survey have equal importance - some things will have a much bigger influence on whether a passenger is satisfied with the overall journey than others.

The chart below shows the station and train factors which have a statistically significant relationship with overall journey satisfaction on this TOC - those which are most important in determining overall passenger satisfaction.

The vertical axis shows the relative strength of relationship (or relative importance) of these factors, and the horizontal axis shows how this TOC performs (the percentage of passengers satisfied with each).

Factors appearing towards the top right are those which are very important in driving a good overall journey experience, and on which the service performs quite well. Factors appearing towards the top left are also very important but delivered less well - these are priorities for improvement. Factors towards the bottom left or right are relatively less important, but do still have an impact on overall journey experience.



To download the full National Rail Passenger Survey, visit:

<http://www.transportfocus.org.uk/research/national-passenger-survey-introduction>

You can explore the results in more depth at:

<http://www.transportfocus.org.uk/our-open-data>